

## **WORKFORCE DEVELOPMENT MANAGER**

### **DEFINITION**

This is administrative and management work in the direction, planning, analysis and coordination of workforce development programs and activities in the Division of Workforce Development.

An employee in this class is responsible for directing or assisting in the overall planning, direction and coordination of workforce development services and programs. Duties may involve managing a variety of statewide workforce development programs in the central office or responsibility for providing administrative and supervisory authority over one-stop career centers in an assigned area of the state. Positions have program management and decision-making authority, and usually have policy, planning, budget and/or supervisory responsibilities. Direction is received from a designated administrative superior who reviews work through conferences, reports and evaluation of operational results; however, the employee is expected to exercise considerable initiative and judgment in planning and carrying out assignments.

**Any one position may not involve all of the specified duties or knowledges, skills and abilities, nor are the listed examples exhaustive.**

### **EXAMPLES OF WORK**

Directs or assists in the overall planning, development and administration of the assigned workforce development activities and programs.

Directs or assists administrative personnel in general management aspects of policy development and program planning and coordination as related to assigned responsibilities; assists in the evaluation of the effect of policy and/or organizational changes and new programs.

Reviews and/or revises programs in area of responsibility to ensure compliance of operations with laws, regulations, policies, plans and procedures.

Selects, trains, directs and evaluates staff in assigned area of responsibility.

Participates in the development, implementation or interpretation of new or revised initiatives; participates in conferences and meetings relating to assigned areas of responsibility.

Participates in the development of budget requests and the monitoring of expenditures according to budget allocations/appropriations.

Conducts investigations, institutes special studies, and prepares and/or reviews reports and related information to evaluate existing organizations, policies, procedures and practices as related to the assigned programs.

Maintains contact, cooperates with and addresses local and community organizations and other interested groups pertaining to the assigned programs.

Performs other related work as assigned.

### **EXAMPLES OF KNOWLEDGES, SKILLS AND ABILITIES**

Thorough knowledge of state and federal laws pertaining to workforce development programs.

Considerable knowledge of governmental budgeting, fiscal management, grants and contract management.

Considerable knowledge of current social, economic and industrial issues and theories.

Considerable knowledge of managerial techniques and administrative practices.

Ability to review, analyze interpret and/or prepare federal and state laws, rules, regulations, policies and procedures as related to workforce development programs.

Ability to testify as an expert witness.

## **WORKFORCE DEVELOPMENT MANAGER (Cont'd)**

### **EXAMPLES OF KNOWLEDGES, SKILLS AND ABILITIES (Cont'd)**

Ability to establish and maintain working relationships with departmental officials, legislators, staff associates, the general public and others.

Ability to analyze and evaluate policies and operations and formulate recommendations.

Ability to communicate effectively.

Ability to provide leadership and supervision to professional, technical and related program staff.

Ability to manage change, provide program management and achieve results.

Ability to develop short- and long-range plans that meet established objectives and contribute to the overall goals and mission of the agency.

**EXPERIENCE AND EDUCATION QUALIFICATIONS** (The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

One year of experience as a Workforce Development Supervisor IV with the Division of Workforce Development.

OR

Four years of experience in the areas described below, of which at least three years must have involved supervisory experience in job placement, employment counseling, employer services, veteran services, training assessment or closely related areas; and graduation from an accredited four-year college or university with specialization in psychology, sociology, social work, labor economics, education, business, personnel or public administration, or closely related areas. (Additional experience in the areas described below may be substituted on a year-for-year basis for deficiencies in the stated education. Graduate work in psychology, sociology, social work, labor economics, education, business, personnel or public administration, or closely related areas may be substituted on a year-for-year basis for a maximum of one year of the stated general experience.)

### **AREAS OF QUALIFYING EXPERIENCE**

1. Technical or professional work in the fields of social service, education, job placement, community organization or related areas, or in business, personnel or public administration involving responsible public contact.
2. Military experience, at the E-5 level or above, in recruiting or personnel administration involving interviewing, selection, classification, placement or counseling.

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